YSLETA INDEPENDENT SCHOOL DISTRICT

IBM Response for
Technical Support Services

Prepared for

YSLETA ISD

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IBM ®

International Business Machines Corporation or
IBM Global Services

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1.0 EXECUTIVE OVERVIEW

The Ysleta independent School District (YSLETA ISD) has committed to implement a strategic vision that delivers a superior education environment to its students. IBM's proposal is to provide technical support services to YSLETA ISD. IBM has provided YSLETA ISD with a set of assumptions to provide further definition of our approach. The team IBM has assembled is uniquely and exceptionally qualified to assist YSLETA ISD to maximize the E-rate eligible components of YSLETA ISD's technical support services. With our proven E-rate track record, IBM offers YSLETA ISD a dependable and capable partner for Year 5 E-rate.

Our proposed solution plays into the district's long-term vision: to be a leader in instructional technology. Elements of YSLETA ISD's technological vision addressed by our solution are:

- Infrastructure support for new instructional applications

- Internet-based access and applications

The guiding principles *of* our solution are:

- Scalability /modularity

- High Availability

- Maintainability

Commitment to service and customer satisfaction

IBM takes great pride in being recognized as a leader in delivering high customer satisfaction across all areas of our business. IBM has demonstrated repeatedly and consistently that our core competency of delivering large, multi-element, complex infrastructure and program management projects results in industry leading customer satisfaction year after year.

IBMs commitment to quality assurance and customer satisfaction is second to none. This commitment **is** backed by a mature service and support system, developed in over 60 years of business:

- International recognition of our quality processes through ISO **9001** registration

- Internal quality measures that provide ongoing analysis of processes and personnel

- Continual assessment of customer satisfaction

- Corrective and preventive procedures for identifying and resolving problems

- Customer satisfaction programs that empower employees to meet customer needs

- Global quality commitment

IBMs well-earned reputation for dependability, reliability, and commitment is unmatched.

Extensive **K-12** knowledge and experience

IBM is actively involved in the Schools and Library Division (SLD) E-rate program, both as an industry participant in the development of the fund, and in assisting hundreds of small, medium, and large urban school districts to implement technology plans with E-rate discounts. IBM provides consulting, strategic planning, design, implementation, and program management

services for school districts, including several members of the Council of Great City Schools The IBM Global Education K-12 web site (http://www solutions ibm.com/k12) includes SLD program information, news, tips, customer testimonials and references, and pertinent support materials. Our core team of SLD subject matter experts provides YSLETA ISD with knowledge and experience drawn from hundreds of IBM personnel and subcontractors who are leveraging **SLD** today. IBM's knowledge and experience in K-12 education is the collective accumulation of thousands of hours of hands-on involvement between IBM personnel and the schools they work with across the country, including YSLETA ISD.

We have experience at Memphis City Schools. Cleveland Municipal School District, Gallup McKinley County School District and many other E-rate funded school projects. In addition. we are very familiar with the work and the team at YSLETA ISD.

IBM's extensive experience in delivering large, complex implementation projects, coupled with our subject matter knowledge of K-12 education, the SLD program, and the Ysleta Independent School District, offers YSLETA ISD a unique advantage in seeking and securing SLD E-rate funding.

Experience in managing large, complex projects

IBM is the largest IT Services company in the world based on our strength of capability and our accountability for the success of the projects we have been engaged to deliver. IBM is usually contracted to be a Systems Integrator. or General Contractor. for the implementation of a technology project.

Specific examples of our experience include large projects such as the Memphis City Schools, Gwinnett County Schools, New York City Board of Education, Cleveland Municipal School District and Edison Schools.

National and global reach, organization structure, processes and presence

To fulfill YSLETA ISD's needs in Technical Support, IBM brings extensive company resources, subcontractors, existing Systems Integration processes and procedures, and the financial strength required to be responsible for this engagement during the E-rate approval and payment processes.

IBM has been working with numerous school districts across the country on large, medium and small projects for internal connections implementation. In pricing these projects. IBM has learned through our experience that projects need to be priced as not to exceed prices, rather than minimum prices. We understand that once the 471 application(s) have been made to the SLD that there are no change orders to increase funding allowed. This puts additional pressure on the district, and on a responsible vendor, to provide pricing that ensures the project can be completed, with the services and products defined, on time and within the budget defined through the 471 application. IBM believes that by assuring the district that we can complete the services defined in our response at the price point we've identified, well in advance of when services will actually be delivered, and with significant unknowns, we try to position ourselves as the lowest AND MOST RESPONSIBLE respondent to the district's needs. We recognize this does not always lead to IBM being the lowest priced respondent at first pass of the responses. We've witnessed districts selecting the lowest respondent for services and then be told, once the project has started, that they can't complete the project without additional funds. This puts the district in a position of a) coming up with additional district funds, or b) having the project not be completed.

IBMs position is to price the original scope fairly, accurately, and with an appropriate amount of risk so the district is protected, the project is protected, and IBM's ability **to** deliver the services the district requires is not compromised.

IBM has agreements in place with national, regional, and local contractors and equipment providers who are ready to perform defined **tasks** and responsibilities at YSLETA ISD. In reviewing our references, you will see how IBM has leveraged this breadth. depth, and reach **to** perform similar responsibilities for companies and education institutions across the country.

Superior technology skills

IBM Global Services has deployed technical support solutions similar in size and complexity that would meet YSLETA ISD's requirements as defined in the **RFP.** IBM brings to this project the mix of Cisco and Network Specialists necessary to deliver the design, planning, testing, and implementation support defined in the **RFP.**

Commitment to open standards and multi-vendor solution perspectives

IBM Global Services has deployed extensive solutions for education and commercial clients to solve a wide range of business and instructional requirements. In each case, one of the most important requirements has been for the solutions to support industry-recognized standards and to be completely open and nonproprietary. The industry-standard requirement gives clients access to the greatest amount of technical skills and talent, the best investment protection available, and maximum flexibility to work with any and all vendors / suppliers of technology to meet their requirements. IBM Global Services is completely vendor-neutral when it comes to selection of products and services to meet our clients' needs.

Technical Support Overview

Your organization depends on system and network availability. Lost system time translates directly into higher operating **costs** and **loss** of responsiveness. Many times, **loss** of service can reflect directly on the Information Technology Division. Efficient service is a necessity. Dedicated, technically superior service is critical to maintain productivity IBM is offering the technical support outlined in the following pages through the IBM Global Services group. IBM Global Services is real people solving real problems that help you make sense of technology and help ensure that the business solution you want is the one you get. Our people provide assessment, strategy, design, implementation and operational services to help you manage your host-centric, distributed, desktop and network environments. We also offer performance optimization, capacity planning, testing services, help desk, and a complete set of services for technical support. Our expertise and proven methodologies can help you manage your education environment, improve operation and performance and achieve your availability objectives so that education is delivered more effectively and efficiently in your district.

IBM Global Services is offering a Total Technical Support customized services solution in this proposal for YSLETA ISD that can supplement YSLETA ISD's IT organization by taking on the operational technical support tasks.   The Technical Support solution provides an operational support plan that is linked directly to your business imperatives. IBM provides the people, the processes and the tools to keep your district in peak performance mode. As the largest services organization in the world, IBM has an extensive amount of experience working with complex, multifaceted projects. Our success stems from our capability and accountability for the success of the projects we have been engaged in. This is true for large engagements and

complete system projects, and includes significant experience in the Technical Support Office model -- not only in corporate environments, but also specifically in education environments.

In our experience, specifically in large projects such as the State of Ohio School Net Plus project, Memphis City Schools Technology Business Partnership project, Gwinnett County Schools Strategic Technology Partnership project, Austin Independent School District Infrastructure project, Clark County School District (Las Vegas, NV), to name a few. The Technical Support Office model, like the one proposed for YSLETA ISD, is most useful when:

- Complex dependencies exist

- Rigorous quality standards need to be applied

- Time frames are critical

- State-of-the-art technical support functions are used

- Large or disparate groups of people are involved, highlighting the requirement for effective communications

- Multiple funding sources are involved (including government funding such as **USF)**

- Total **costs** are expected to be high due to the creation and maintenance of an increasingly complex network that integrates older, existing networks with a new state-of-the-art network

- There are numerous sub-processes which require coordination and the application of consistent planning and delivery standards

- Technology expertise at the implementation organization/site is limited

- There is a wide range of technology readiness and requirements within each organization/site

- Multiple communications vendors/sub-contractors may be selected to provide technical support goods/services

- There are both budgetary and skill constraints within the overseeing organization

- There is a desire to aggregate the buying power of a number of disparate organizations

The key challenges for any large multi-faceted project are that it completes on time, stays within budget and results in a high quality product that satisfies the user. IBM is committed to achieving these objectives for Ysleta Independent School District, and will do this by implementing a strong technical support Project Management approach. We believe the Technical Support Office approach, which we have used successfully in each of the references, is uniquely well suited to support and deliver the solutions required by YSLETA ISD in a cohesive and well-managed environment.

With IBM responsible for maintaining a Technical Support Office and overall coordination of the project, YSLETA ISD's highly skilled team can be used more effectively, ensuring that schools are using the technology to its maximum effectiveness. IBM will work with YSLETA ISD existing Help Desk personnel meeting on a regularly scheduled basis (and as needed) to discuss overall progress, concerns, and to plan improvements to the project as a whole. The Technical Support Office will be placed in the Help Desk Center area already designated at YSLETA ISD.

2.0 STATEMENT OF WORK

Introduction

This section describes the Services that IBM will provide under the terms of the Agreement formed by the IBM Customer Agreement (ICA), Ysleta Independent School District RFP #22-1115-016RFP, the Memorandum of Understanding Concerning RFP#22-1115-016RFP, the General Contract (dated January 17, 2002), and this Statement of Work (SOW). Once accepted and signed by Ysleta Independent School District, this Statement of Work and its terms and conditions. becomes part of the Agreement. Specifically, IBM will provide Ysleta Independent School District (YSLETA ISD) with a set of customized e-ratable services, with supporting documentation. The details of the Services to be provided are described in this section. These Services will be provided at existing and newly built YSLETA ISD locations in El Paso, Texas.

YSLETA ISD Changes to this Statement of Work will be processed in accordance with the procedure described in "Appendix B, Project Change Control Procedure".

The investigation and the implementation of changes may result in modifications to the Estimated Schedule, Charges, and/or other terms of the Agreement.

The following are incorporated in and made *part* of this Statement of Work:

- Appendix A – Deliverable Guidelines

- Appendix B - Project Change Control Procedure

- Appendix C - Signature Document

2.1 Project Scope

The Scope of this project includes assistance with the following activities relating to YSLETA ISD Technical Support ⊕ (TSO) functions, including:

1. IBM Project Management of the Technical Support Office

2. Network infrastructure support

3. Local Area Network (LAN) technical support, including network hardware

4. Technical support procedures supporting networking systems and maintenance, including design, installation, implementation, and customization of network functions

5. Dedicated technical resources for network technical support on a time and materials basis

We will perform these functions using resources in the following roles:

IBM Overall Project Manager - Overall responsibility for the Technical Support Office. This resource will establish a framework for project communications, reporting, procedural, and contracted activity. Coordination of the execution of the Work Plan staffing requirements, staff coordination, client and project communications is also included in the responsibilities.

IBM Technical Support Office Administrative Assistance - This resource will provide documentation to the YSLETA ISD team and IBM project team, assist in coordination of schedules, customized invoicing requirements, and generate working reports, as needed.

IBM Dispatch / Level One Call-in Support - This type of resource will be the initial point of contact and the first to receive calls for incoming YSLETA ISD requests. Problem logging, first level troubleshooting and support, warm transfer to level two support functions and dispatch of on-site technical resources for network problem resolution, as required.

IBM Field Technical Support - The primary responsibility of this type of resource is to provide on-site network problem diagnosis and resolution. Specifically, this resource will be skilled in YSLETA ISD installed network related products and communications software, as well as Cisco products and the installed YSLETA ISD environment.

Extended Field Technical Support - These resources function as an extension **of** TSO and IBM Field Technical Support. They will take direction from IBM Project Management to support YSLETA ISD. On-site dispatched technicians provide software and network technical support coverage including Networks and T I network connectivity throughout the school district, and end-to-end connectivity.

IBM believes the aforementioned services represent our core competencies, and we look forward **to** helping YSLETA ISD support its network.

2.2 Key Assumptions

This Statement of Work (SOW), including charges and schedule estimates, is based on the key assumptions documented within this section. Any changes to these assumptions or other assumptions listed within this SOW, will be processed in accordance with the Project Change Control Procedure in Appendix B.

1. YSLETA ISD will provide suitable office space for the Technical Support Office (TSO). Desk space, telephones, **LAN** connections and storage space to properly support IBMs activities in this **SOW.** This office will be made available prior to IBM's initiation of the support scoped in this **SOW.**

2. The TSO will use any existing, YSLETA ISD owned, problem resolution support mechanism until such time as the support function proposed in this Statement of Work are implemented and tested.

3. YSLETA ISD will maintain break/fix technical support contracts with servicers of all components of its network. IBM will act on behalf of YSLETA ISD in reporting, tracking, escalating and closing problems reported to these providers.

4. The solution described contains products that are not manufactured by IBM. All non-IBM products must comply with IBM's safely standards. Should IBM deem that any of the proposed non-IBM products do not meet IBMs safely standards, IBM reserves the right to substitute alternative products as available at equal or better quality subject **to** YSLETA ISD coordination.

5. The TSO will operate during normal business hours, 8AM through 5 PM, Monday through Friday. Nights, weekends and holidays are not considered normal business hours, and will be addressed separately.

6. The IBM Overall Project Manager will be responsible for IBM project communications related to this scope of work.

7. Travel required to support this SOW is included and will not be charged separately.

8. IBM staffing assumptions are based on this Statement of Work. YSLETA ISD will make available appropriate YSLETA ISD resources for interaction, feedback, and advice so *as to* allow IBM's ability to respond to scope requirements efficiently as the environment changes over the course *of* this Statement of Work.

9. Supplemental staffing is based on YSLETA ISD estimates.

10. IBM staffing may use subcontractors in the performance of this SOW.

11. Services will be performed onsite and offsite.

12. Only support of activities or tasks fundable under the E-rate program during the period of July 1,2002 through June 30, 2003 are included.

13. The YSLETA ISD environment consits *of:*

- 145 servers

- 900 network components

- 20,000 nodes

- NT, Netware and UNIX network software

14. Up to four hundred fifty (450) support calls will be handled per month.

15. Standardized network hardware and operational software will be supported; additional hardware, and operational software will be supported on a best effort basis.

16. Only currently installed and implemented versions, and one previous major release, of network software will be supported.

17. IBM will not complete any tasks begun under E-rate round 4 with funds granted in E-Rate Round 5

2.3 IBM Responsibilities

The IBM Technical Support Office, as pictured below, will provide the following types of functionality:

- Overall Project Manager

- Technical Support Office Administrative Assistant

- Dispatch/Level 1 Call-in Support

- Field Technician Network Support

- Extended Field Technician Network Support

Technical Support Office (TSO) - Project Office

IBM will provide an overall Project Manager to provide coordination for execution of telephone assistance, service coordination of problem tickets, administrative tasks, and manage all levels

of technical support provided for maintenance. The technical support team will be housed in office space. provided by YSLETA ISD. This team will maintain a presence in the office during normal business hours, in response to issues and inquiries that may arise during the normal day-today course of operation.

IBM's technical support project team (and supporting team members) will be available for meetings relating to this project. Meetings are expected to accomplish (and may not be limited to) the following:

- Create documentation and procedures

- Scheduling and long range planning

- Project reviews and process improvements, on all projects

- Changes in procedures and documentation

All personnel attending meetings will be prepared to discuss the project, and review technical support issues as deemed appropriate.

The IBM team will consist of personnel (with the necessary technical and administrative skills) to perform the duties outlined below.

The Technical Support Office (TSO) will:

- Provide support Monday - Friday, 8:00 AM - 5:00 P.M., 52 weeks per year

- Provide tracking and logging of problems during working hours

- Prioritize problems calls and dispatched support

- Develop and maintain Technical Support Office operational procedures including, but not limited to, call prioritization guidelines and escalation procedures

- Initiate a Problem Management Record (PMR) to document service outages

- Interface with and coordinate problem determination and resolution with YSLETA ISD's appropriate support personnel and third party services providers

- Perform periodic problem reviews for root cause analysis and, in conjunction with YSLETA ISD, establish appropriate measures to prevent recurring incidents

- Hold regularly scheduled internal status meetings on open problems

- Schedule technician activities

- Accept incoming support related calls from end users

- Perform initial problem determination

- Perform appropriate level of technical support

- Dispatch support resources, as necessary

- Call users to verify YSLETA ISD personnel are prepared for technicians arrival, for scheduled activities

- Work with YSLETA ISD to develop documentation related to YSLETA ISD's network.

- Create and distribute technical documentation for technicians

- Provide technical resources with a consistent level of support. including appropriate documentation, for IBM's period of performance under this **SOW.**

- Attend process improvement meetings

- Provide a monthly TSO activity report

2.3.1 Technical Support Project Management

The purpose of this role is to provide a single focal point for the technical support project. Specific to this project, the Project Manager (with the YSLETA ISD assigned project focal point) will establish a framework of documentation through project communications, reports, procedures, and contracted activity. This individual will be dedicated to YSLETA ISD for the life of the project. The Project Manager will review work processes, IBM effectiveness, response time, and customer satisfaction on a monthly basis with the YSLETA ISD Project Manager.

The Project Manager will coordinate the following activities of the technical support project:

1. Procedure development including client support/issue reporting

2. Dispatch process and procedures for YSLETA ISD users and IBM technical resources

3. Project Communication. This includes coordination with YSLETA ISD buildings, communication of schedules, and interaction with YSLETA ISD internal functional areas

4. Coordinate and manage necessary resources to deliver services to YSLETA ISD specifically related to the YSLETA ISD's technical support requirements.

5. Act as initial escalation point of contact for any issues raised as a result of delivery support.

6. Coordinate the establishment of the project environment.

7. Maintain a change control log.

8. Develop a status-reporting plan

9. Prepare materials for YSLETA **ISD** project update status meetings.

Specific to Project tracking, reporting, and documentation, the Project Office will;

1. Measure, track, document, and evaluate progress.

2. Resolve issues with the YSLETA ISD Project Manager.

3. Review project tasks, schedules, and resources and make changes or additions, as appropriate.

4. Conduct regularly scheduled meetings with the project team to review project status

5. Review the project progress with the YSLETA ISD Project Manager.

6. Prepare status reports.

7. Administer the project change control procedure.

8. Review and analyze project change requests.

9. Review the work products being produced by the project team.

Completion Criteria

This task is complete when the tasks under "IBM Responsibilities" have been completed or the project is complete, whichever first occurs.

Deliverables/Documentation:

1. Monthly Status Report

2. Monthly Technical Support Office (TSO) Activity Report

3. Technical Support Office Operational Procedures

4. Technical Support Office Call Prioritization Guidelines and Escalation Procedures

5. Technical Documentation for Technicians

2.3.2 Call-in Dispatch / Technical Support (multiple levels)

The purpose of these roles is to provide call-in and dispatch services, help desk functions and technical support for YSLETA ISD personnel as related to support of the YSLETA ISD network. These resources will be highly skilled in networking, connectivity and operating system methodologies, hardware and configuration support. Both telephone and on-site support will be provided. The subtasks are:

1. Take incoming calls from YSLETA ISD users.

2. Learn/understand/support YSLETA ISD hardware and operational configurations.

3. Serve as initial point of contact for technical support and problem resolution.

4. Provide systems support for servers, switches, routers, and other network components.

5. Provide "ownership to resolution" of all network problem calls, monitor and report on the progress of problem resolution (through the monthly TSO activity report), confirm resolution of the problem with the end user, and log final resolution.

6. Prioritize problem resolution in accordance with documentation developed by IBM and agreed to by YSLETA ISD.

7. Provide system status messages as requested.

8. Monitor problem status to facilitate problem closure

9. Provide problem diagnosis and level one/dispatch call-in support and field delivered technical support.

10. Coordinate problem resolution with escalation to appropriate skill level technical resources.

11. Maintain documentation of problem and 'own' problem resolution for in-scope activities, defined as:

   - Servers

   - Workstation support related to the network

   - Network component support

   - Dial-up/Direct connections to the Internet from YSLETA ISD facilities

   - Network connectivity between Ysleta ISD buildings

12. Perform appropriate 'hand-off of out of scope work functions (i.e. PC workstation warranty work) YSLETA ISD

13. Report out of scope activities *to* the TSO for proactive interaction with YSLETA ISD resources to minimize the impact of future occurrences.

14. Assist in the resolution of in scope functions via telephone support or on-site network related support through problem resolution.

15. Dispatch dedicated field technical resources and track activities through network problem resolution.

16. Dispatch and manage extended field technical network resources and track activities through network problem resolution.

Completion Criteria

This will be considered complete when the project is complete.

Deliverables/Documentation:

- Problem Management Records (PMR) to document service outages.

- Technical Support Office (TSO) Call Report

2.3.3 Technical Support Function Implementation

This section consists of a description of the individual phases of implementation for network technical support within the YSLETA ISD environment. This solution will provide base support functions for YSLETA ISD that can be implemented during a twelve (12) month timeframe. It should be stressed that network technical support is an ongoing activity. Additionally, IBM will provide supplemental staff YSLETA ISD for the duration of the project. IBM is proposing a four-phase approach to build the TSO as follows.

- Requirements gathering

- Design

- Development

- Implementation

Each of these steps will have a Process, Technology, and Organizational component. Each of these components will focus on the following six Network Maintenance Services disciplines.

- Call Management

- Problem Management

- Change Management

- Asset Management

- Event and Availability Management

- Metrics Management

A description of the approach is shown in the diagram below:

The engagement scope for this project **is** a series of separate tasks, each with assumptions, sub tasks, and deliverables. The task numbers do not necessarily reflect the order in which the tasks will be completed during the project.

If changes are required, they will be handled through the Project Change Control procedure.

2.3.3.1 Design *of* the Technical Support

This task consists of design activities intended to create an overall framework in which the network technical support will operate. The individual sub tasks within this section are:

Project Planning

During this task, a detailed project plan will be developed and agreed to by both **IBM** and YSLETA ISD. The plan will include the various sub tasks described below.

1. Systems Technical Support Function Implementation Plan

This plan will provide the following:

- Project Schedule showing milestone events

- Staffing requirements showing staffing for both **IBM** and YSLETA ISD

- Task and schedule dependencies

2. Network Technical Support Architecture Design

The technical system design will:

- Validate existing hardware and operational software configurations for technical support function. Establish naming conventions for the various entities and high-level functional requirements for each technical support function, such as number of concurrent operations and number of concurrent and total users

- Document operational processes and procedures for such operational tasks as restart and backup

- Define minimum technical support functions to be provided in the test bed and in the initial framework implementation.

- Documentation *of* the specific functions to be provided by the technical support office.

- Specification of the customization necessary for the function to provide technical support in the YSLETA ISD production environment.

3. Technical Support Event Design

This design task consists of developing technical design specifications and addressing the process and procedure definitions required to implement an effective event technical support. These processes and procedures will address areas such as:

- Priority of technical support response

- Escalation procedures for alerts that are not acknowledged

- A process to assess effectiveness of the current event suite and plan for enhancements

- Reporting/Documentation requirements

- Documentation of technical support events

- Tracking technical support performance

4. Technical Support Help Desk Design

This design documents help desk processes and procedures, problem management, change management, and asset management. This work is necessary to provide a functional specification to the implementation team. Process teams will consist of **IBM** technical support specialists and will conduct meetings with joint participation with YSLETA ISD representatives.

Completion Criteria:

This task will be complete when the specified deliverables are delivered *to* the YSLETA ISD Project Manager.

Deliverables/Documentations:

- Systems Technical Support Function Implementation Project Plan

- Network Technical Support Architecture Design

- Technical Support Event Management Design

- Technical Support Help Desk Design

- Technical Support Function Process Guides

2.3.3.2 Detailed Implementation Design and Test Environment Installation

This task completes the technical design required for the YSLETA ISD environment, implements a YSLETA ISD test environment, and develops the procedures to be used to roll-out specific technical support functions. The task contains the necessary facilities and setup to test and implement the various functions that make up the technical support environment.

This test bed will be used during the implementation project. The purpose of a test environment is to provide an isolated mechanism for testing IBM's Technical Support Office and its functional interoperability within YSLETA ISD's user universe. This test environment will be in place for the duration of the contract.

Completion Criteria:

This task will be considered complete when the project is complete.

Deliverables:

None

2.3.3.3 Deployment of Network Technical Support Framework

This task implements the technical support function framework on YSLETA ISD provided servers. In general there will be servers performing the following tasks:

- Overall technical support focal point

- Hardware and operational software inventory

- Technical Support event management and correlation

- Network technical support

- Technical support problem and change management

- Technical Support asset management

- Technical Support database.

Completion *Criteria:*

This task will be complete for a server when the minimum functional capabilities described in the Network Technical Support Architecture Design have been implemented. IBM will implement these capabilities in up to one hundred forty five (145) production servers.

Deliverables/Documentation:

None

2.3.3.4 Deployment of Production Environment for Technical Support Services

This task implements the technical support service into the network environment to provide the capability to maintain and support individual network components. Customization of the production technical support environment will be done as defined in the Technical Support Architecture System Design and Technical Support Event Design documents developed in task 2.3.3.1.

Completion Criteria:

This task will be complete when the technical support production environment is operational and the functions defined in the design documents have been demonstrated.

Deliverables/Documentation:

None

2.3.3.5 Inventory

This task will provide a one time inventory of network components; the time frame to be mutually agreed by IBM and YSLETA ISD. This task also includes the process and procedure development to support the ongoing asset management (inventory) functions within YSLETA ISD. The resulting Inventory documentation will contain: Manufacturer, number of devices, machine type, model number, and the location of devices in eligible YSLETA ISD buildings.

Customization of a production management server to support inventory functions will be done as defined in the Network Technical Support Design documents developed in task 2.3.3.1.

Completion Criteria:

This task will be complete when the Inventory Report is delivered to the YSLETA ISD Project Manager.

Deliverables/Documentation:

Inventory Report.

2.3.3.6 Technical Support Event Consolidation & Automation

This task will provide the base functions for technical support event management across the YSLETA ISD enterprise. It creates an infrastructure where events from multiple technical support functions and/or resources may be brought together and managed using a common set of functions and methodologies. The purpose of this task is to implement and demonstrate consolidation, automation, correlation, and presentation capabilities. Technical Support Event management should be an ongoing process performed by the technical support team.

In this task, data from multiple devices will be consolidated and correlation between multiple inputs will be implemented. In addition, automatic integration with the help desk can be implemented for certain events to open and close trouble tickets.

Customization of the production environment will be done as defined in the Technical Support Design and Technical Support Event Management Design documents developed in task 2.3.3.1.

Completion Criteria:

This task will be complete when technical support event consolidation and automation is operational as defined in the referenced design documents.

Deliverables/Documentation:

None

2.3.3.7 Help Desk Problem and Change Function

This task will implement problem and change management to provide for problem logging and management from the initial event through closure. In addition the integrated maintenance change management function will allow changes to be requested and tracked to completion.

Planning for the rollout to production of the new help desk will be provided in this task. Customization of the production help desk management servers will be done as defined in the Network Technical Support Architecture Design, Technical Support Help Desk Design and Technical Support Event Management Design documents developed in task 2.3.3.1.

Completion Criteria:

This task will be complete when help desk problem and change functions are operational as defined in the referenced design documents.

Deliverables/Documentation:

None

2.3.3.8 Centralized Technical Support

This task will implement functions to allow help desk and support personnel to access components of the YSELTA ISD network to do diagnostic and problem support tasks. In addition, this task will provide development and documentation of necessary methods and procedures.

Customization of centralized technical support will be done as defined in the Network Technical Support Architecture Design and Technical Support Help Desk Design documents developed in task 2.3.3.1.

Completion Criteria:

This task will be complete when user administration functions are operational as defined in the referenced design documents and the Centralized Technical Support Methods and Procedures Documentation is delivered to the YSLETA ISD Project Manager.

Deliverables/Documentation:

Centralized Technical Support Methods and Procedures Documentation

2.4 YSLETA ISD Responsibilities

The responsibilities listed in this section are in addition to those responsibilities specified in the Agreement and are to be provided at no charge to IBM. IBM's performance is predicated upon the following responsibilities being fulfilled by YSLETA ISD.

2.4.1 YSLETA ISD Project Management

Prior to the start of this Statement of Work under the Agreement, YSLETA ISD will designate a person, called the YSLETA ISD Project Manager, to whom all IBM communications will be addressed and who has the authority to act for YSLETA ISD in all aspects of the contract.

The responsibilities *of* the YSLETA *ISD* Project Manager include:

1. Serve as focal point for communication with IBM Project Manager

2. Serve as the interface between the IBM Technical Support Office and all YSLETA ISD organizations covered/involved under this Statement of Work.

3. Assist the IBM Project Manager in administering the Project Change Control Procedure in Appendix B.

4. Participate in any problem resolution meetings that may occur.

5. Obtain and provide information, data, decisions and approvals, within three (3) days of IBM's request unless YSLETA ISD and IBM agree to an extended response.

6. Help resolve issues and escalate issues within the YSLETA ISD organization, as necessary.

2.4.2 Additional Responsibilities

YSLETA ISD agrees to assume responsibility for providing the following information and/or services as a part of this Statement of Work:

1. YSLETA **ISD** will provide contiguous office space, telephone and data lines, reproduction services and related supplies to IBM personnel while working on YSLETA ISD premises. Access to electronic mail, LANs and printers will be provided as appropriate. Off-site facilities can be negotiated; however, best results occur with staff on site.

2. YSLETA **ISD** will provide security clearance and building access for IBM project personnel. Most of the work involved in this project will be performed during normal working hours (8:00am to 5:00pm). However, on some occasions YSLETA ISD may need to provide access to facilities outside of these hours.

3. YSLETA **ISD** will provide IBM access and security to the YSLETA **ISD** systems as required by IBM's TSO Project Manager.

4. YSLETA **ISD** will provide contact information. including names, phone numbers, and e-mail addresses to IBM. This information will be stored and used to communicate with YSLETA **ISD** in connection with this project.

5. YSLETA **ISD** will provide a detailed address listing for all YSLETA ISD installation locations included within the scope of this Statement of Work.

6 YSLETA **ISD** will provide physical hardware location information within any given YSLETA **ISD** supported location.

7. YSLETA **ISD** will supply a knowledgeable technical resource to assist with any customization procedures for servers, and other networking equipment thirty (30) days prior to any installation activities.

8. YSLETA **ISD** is responsible for the actual content of any data file, selection. and implementation of controls on its access and use, and security of the stored data.

9. YSLETA ISD will need to guide IBM in optimally configuring core products to meet specific needs. The full technical support deployment will take approximately twelve (12) months. IBM requires YSLETA **ISD** to provide direction on current processes, desired processes, advise on current standards and desired standards, advise on current technical standards and environment, and provide access to the current systems.

10. Permit posting of any notifications required by applicable law for Services provided at your locations.

The terms of this contract and **USF** funding extend through June 30, 2003. Technical Support functions do require post implementation support that is not included in this Statement of Work, to maintain the technical support environment. IBM can provide this support, at an additional charge. Minimally, two (2) trained resources will be required to maintain the environment and provide backup support to each other.

2.4.3 Federal, State, and Local Laws

YSLETA **ISD** is responsible for the identification and interpretation of any applicable laws, regulations, and statutes that impact the activities, efforts and results of this project. It is the responsibility of YSLETA ISD to assure that any actions taken meet the requirements of those laws. IBM will comply with requirements of which it is aware and reasonable requests of YSLETA ISD relating to compliance with such requirements.

2.4.4 Required Consent and Indemnity

YSLETA **ISD** will promptly obtain and provide to IBM all Required Consents necessary for IBM

to provide the Services described in this Statement of Work. A Required Consent means any consents or approvals required to give IBM and IBMs subcontractors the right or license to access, use and/or modify (including creating derivative works) to the hardware, software, firmware and other products that YSLETA **ISD** uses, without infringing the ownership or license rights (including patent and copyright) of the providers or owners of such products.

YSLETA **ISD** will indemnify, defend and hold IBM. IBM's affiliates, and subcontractors, harmless from and   against any and all claims, losses, liabilities and damages (including reasonable attorneys' fees and costs) arising from or in connection with any claims (including patent and copyright infringement) made against IBM, alleged to have occurred as a result of YSLETA ISD's failure to provide any Required Consents.

IBM will be relieved of the performance of any obligations that may be affected by YSLETA ISD's failure to promptly obtain and provide any Required Consents to IBM.

2.4.5 Data Privacy

YSLETA **ISD** agrees **to** allow IBM and entities within IBM's Enterprise to store and use YSLETA **ISD** contact information, including names, phone numbers, and e-mail addresses, anywhere IBM does business. IBM will process such information in connection with our business relationship, and IBM reserves the right to provide such information to entities within IBMs Enterprise, IBMs contractors, Business Partners and assignees for uses consistent with their collective business activities, including communicating with YSLETA ISD (for example, for processing orders, for promotions, and for market research).

2.5 Deliverables/Documentation

IBM will provide one **(1)** hard copy of the following Type II items to the YSLETA **ISD** Project Manager under this Statement of Work:

1. Monthly Status Report

2. Monthly Technical Support Office (TSO) Activity Report

3. Technical Support Office Operational Procedures

4. Technical Support Office Call Prioritization Guidelines and Escalation Procedures

5. Technical Documentation for Technicians

6. Problem Management Records (PMR)

7. Technical Support Office (TSO) Call Report

8. Systems Technical Support Function Implementation Project Plan

9. Network Technical Support Architecture Design

10. Technical Support Event Management Design

11. Technical Support Help Oesk Design

12. Technical Support Function Process Guides

13. Inventory Report

14. Centralized Technical Support Methods and Procedures Documentation

2.6 Completion Criteria

IBM shall have fulfilled its obligations under this Statement of Work when any of following first occurs:

- IBM accomplishes the IBM tasks described under "IBM Responsibilities" including delivery to YSLETA ISD of the materials listed under "Deliverable Materials"

- Either of us terminates according to the provisions of the Agreement.

- Contract End Date is reached

Notwithstanding any other provision, YSLETA ISD has the right to terminate this agreement for business reasons if termination notice is given to IBM prior to any work being performed or service provided.

2.7 Estimated Schedule

The estimated schedule for this effort is twelve (12) months from the date of project initiation.

Start Date: July 1, 2002

End Date: June 30, 2003

Work will begin July 1, 2002, given that YSLETA ISD receives adequate funding for the project. IBM requires a minimum of thirty (30) days notice of project commencement for staffing purposes.

The schedule shall be consistent with the completion dates identified by YSLETA ISD and agreed to by IBM. Reasonable effort shall be made by IBM and YSLETA ISD to keep the schedule dates intact.

IBM will not be responsible for delays or additional requirements imposed by any government agencies. IBM will not be responsible for delays caused by delays in project funding, labor disputes, fe, unavoidable casualties, or unforeseen conditions.

2.9 Charges

The Services Charge stated here represents the maximum allowable charges for all services that may be provided under this Statement of Work. IBM understands that the decision to implement this project is contingent upon award to the District of funding under the E-rate program. IBM will not begin work on this project without written notification from YSLETA ISD that funding has been approved and that work should begin. If such notification has not been received by December 31, 2002, at IBM's option, IBM may terminate the portion of the Agreement represented by this Statement of Work or implement an extension of this Statement of Work, as well as changes in pricing or other terms and conditions as may be required, via the Project Change Control Procedure outlined in Appendix B. In addition, IBM agrees that the District may decide not to pursue this project, even though a **full** or partial FUNDING COMMITMENT notification has been received from the E-Rate FCC Snowe-Rockefeller administration. Neither party will incur obligations under the portion of the Agreement represented by this Statement of Work if the District chooses not to pursue the project, even though a full or partial FUNDING COMMITMENT has been received.

Or this amount may be extended upon mutual agreement between YSLETA ISD and IBM as defined in the section titled Project Change Control Procedure. Should YSLETA ISD not receive the requested funding for E-rate 5 or should YSLETA ISD receive only partial funding. IBM will work with YSLETA ISD to incorporate those portions of this Statement of Work that can be accomplished based upon available funding. IBM reserves a purchase money security interest in the Machines until IBM receives payment of the amounts due. You authorize IBM to prepare and file a financing statement to perfect its purchase money security interest in all Machines you order and IBM delivers under this Statement of Work.

It is understood by YSLETA ISD and IBM that this SOW and its associated pricing is based upon IBM receiving written approval from YSLETA ISD to proceed with E-rate 5 no later than December 30, 2002. In the event this approval is not received by this date, IBM reserves the right to restructure the SOW to incorporate on those tasks that can be successfully completed by IBM prior to June 30, 2003. This proposal will remain valid through December 31, 2002.

Total Technical **Support** Services **............$12,409,811** including travel and living expenses.

Estimated Taxes $0

For purposes of applying for FCC Snowe-Rockfeller E-rate funding, the following breakout is provided.

        A) E-rate Eligible Portion..................   **$12,409,811**

        B) Non-Eligible Portion................................ $0

E-rate Invoicing: Prior to commencing work, IBM requires:

        1) a fully signed contract signature sheet:

        2) a P.O. in the amount that the E-rate program is not funding (e.g. non-discounted portion of the eligible costs plus the non-eligible costs), and;

        3) a copy of the USAC's Funding Commitment Decision letter.

As a service to the school, IBM will perform dual billing per E-rate terms and conditions. First, IBM will invoice the school district monthly, as work is completed, for the 'non-discounted' portion of the ELIGIBLE items and any non-eligible items. Secondly, under separate invoice, IBM will invoice the E-rate FCC Snowe-Rockefeller administration for the remaining discounted portion of the ELIGIBLE items. Payment is due as specified in the invoice. Please note that although IBM will bill the school for the 'non-discounted ' portion and other charges not eligible under the E-rate program, the school assumes responsibility for the entire contract services charge. Not withstanding any other provision, the District has the right to terminate this agreement for business reasons if written termination notice is given to IBM prior to any work being perform or service provided.

Excluded from the Services Charge are items involving, but not limited **to;** repairs to the Location for correcting existing code deficiencies, painting, asbestos removal, plumbing, heating and ventilation, air conditioning work, etc.

IBM Service Provider Identification Number (SPIN): 143005607.

This offer will be withdrawn if IBM is not authorized to perform these Services by December **31,** 2002.

APPENDIX A. DELIVERABLE GUIDELINES

A.1 Monthly Status Report

Purpose: IBM will provide a monthly Status Report during the project to describe the activities that took place during that period. Significant accomplishments, milestones, and problems will be described.

Delivery: One (1) soft copy will be delivered to the YSLETA *ISD* Project Manager within five (5) working days following the end of the reporting period.

Content: Length is estimated to be one **(1)** page. The report will consist of the following, as appropriate.

- w Activities performed during the reporting period
- w Activities planned for the next reporting period
- w Project change control activity
- w Problems, concerns, and recommendations
- w Key decisions
- w Other items of importance

A.2 Monthly Technical Support Office (TSO) Activity Report

Purpose: This Monthly Technical Support Office Activity Report describes the activities that took place during that period relative to staff augmentation of daily operational support. Significant accomplishments, milestones, and problems will be described.

Delivery: One (1) soft copy will be delivered to the YSLETA ISD Project Manager within five (5) working days following the end of the reporting period.

Content: Length is estimated to be up to two (2) pages. The report will consist of the following. as appropriate:

- w Activities performed during the reporting period
- w Problems, concerns, and recommendations
- w Other items of importance

A.3 Technical Support Office Operational Procedures

Purpose: This document describes the operational procedures defined and utilized by the TSO. This document is intended to assist in skill transfer and the transfer of operations to YSLETA ISD.

Delivery: One **(1)** soft copy will be delivered to the YSLETA ISD Project Manager at the end of the project.

Content; Length is estimated to be ten (10) to fifteen **(15)** pages. The report will consist of the following, as appropriate:

> w Guiding principles
>
> w Definitions of ownership and activities
>
> w High-level processes followed
>
> w Standard operating procedures required to perform daily operations
>
> w Contact list of transfers, escalations, and ownership
>
> w Exceptions and backup recommendations
>
> w Key decisions
>
> w Other items of importance

A.4 Technical Support Office Call Prioritization Guidelines and Escalation Procedures

Purpose: This document describes guidelines and procedures to handle calls based on criticality and defined service level objectives.

Delivery: One **(1)** soft copy will be delivered to the YSLETA ISD Project Manager at the end of the project.

Content; Length is estimated to be five (5) to ten (10) pages. The report will consist of the following, as appropriate:

- Defined service level objectives
- Call and problem prioritization guidelines
- Assignment guidelines procedures to assist in getting problems resolved
- Escalation guidelines and procedures to focus additional required resources in getting problems resolved
- Contact lists, if appropriate
- Key decisions
- Other items of importance

A.5 Technical Documentation for Technicians

Purpose: This document describes trouble-shooting procedures for technicians on the various components of the network. This documentation will be gathered through staff augmentation and through problem resolution techniques used by support staff and on-site field personnel.

Delivery: One **(1)** soft copy will be delivered to the Ysleta ISD Project Manager at the end of the project.

Content: Length is estimated to be ten (10) pages (1 page for each problem procedure documented). The documentation will focus on the top ten (10) problems encountered by the TSO:

w   Identification and description of the problem

w   Trouble-shooting procedures

w   Resolution procedure, if appropriate

w   Contact/transfer procedure, if appropriate

w   Reporting instructions

w   Key decisions

w   Other items of importance

A.6   Problem Management Records (PMR)

Purpose: IBM will record network service outages. Service impacts, reporting, and resolution techniques will be described.

Delivery: One **(1)** soft copy of each closed PMR will be delivered to the **YSLETA** ISD Project Manager within five (5) working days following the end of the reporting period.

Content: Each record is estimated to be one (1) page in length. The records will consist of the following, as appropriate:

w   Date of time of reported outage

w   Description of outage

w   Description of trouble-shooting steps

w   Description of workaround actions

w   Description of resolution, if applicable

w   Description of escalation actions

w   Description of notification   actions

w   Description of 'post mortem' review(s)

w   Key decisions

w   Problem closure actions, as appropriate

A.7   Technical Support Office (TSO) Call Report

Purpose: The report describes call activity during each monthly reporting period. This report is dependent on the automation available to the TSO and is not intended to be manually generated.

Delivery: One **(1)** soft copy will be delivered to the **YSLETA** ISD Project Manager within five (5) working days following the end of the reporting period.

Content: The report, estimated to be five (5) pages in length, will consist of the following, as appropriate:

w   Call volume

w   Call types and categories

- w First call resolution statistics
- w Resolved calls
- w Unresolved calls
- w Problems, concerns, and recommendations
- w Key decisions
- w Other items of importance

A.8 Systems Technical Support Function Implementation Project Plan

Purpose: This document describes the high-level tasks and dependencies in implementing the Systems Maintenance function infrastructure.

Delivery: One (1) **soft** copy will be delivered to the YSLETA ISD Project Manager within one (1) month of project initiation.

Content: The plan will consist of the following, as appropriate:

- w High-level implementation tasks
- w Assignees / owners of tasks
- w Dependencies
- w Project milestones
- w Deliverables

A.9 Network Technical Support Architecture Design

Purpose: This document will describe the network architecture required to support maintenance functions.

Delivery: One **(1)** soft copy will be delivered to the YSLETA **ISD** Project Manager after a Network Assessment has been conducted.

Content: The document, estimated to be between ten (10) and fifteen **(15)** pages in length, will consist of the following, as appropriate:

- w Current network design (as a baseline)
- w Prioritized network requirements
- w Design based on prioritized requirements
- w Technical architecture diagrams
- w Configuration settings
- w Problems, concerns, and recommendations
- w Key decisions
- w Other items of importance

A.10 Technical Support Event Management Design

Purpose: This document identifies event management requirements and the recommended implementation design for YSLETA **ISD.**

Delivery: One **(1)** soft copy will be delivered to the YSLETA ISD Project Manager after requirements are gathered and analysis is conducted to determine the recommended steps needed to proceed.

Content: The document, estimated to be between ten (10) and twenty (20) pages in length, will consist of the following, as appropriate:

- w Selection of target environment
- w Event management and monitoring policies
- w Target service management elements
- w Selection and documentation of monitors and significant events
- w Specification of event correlation requirements
- w Components, elements, and sub-elements critical to delivery of monitored devices
- w Configuration settings
- w Problems, concerns, and recommendations
- w Key decisions
- w Other items of importance

A.11 Technical Support Help Desk Design

Purpose: This document describes the high-level design of the help desk operation including processes, tools, and organization concepts.

Delivery: One **(1)** soft copy will be delivered to the YSLETA ISD Project Manager.

Content: The document, estimated to be between fifteen (15) and twenty (20) pages in length, will consist of the following, as appropriate:

- w Strategy
- w Tool requirements
- w Process flows
- w Organization recommendations
- w Key decisions
- w Problems, concerns, and recommendations
- w Other items of importance

A.12 Technical Support Function Process Guides

Purpose: These process guides document process guidelines and serve as training documentation for daily operations.

Delivery: One **(1)** soft copy of each guide will be delivered to the YSLETA ISD Project Manager at the end of the project.

Content: The guides, estimated to be between fifteen **(15)** and twenty (20) pages in length, will consist of the following, as appropriate:

- w Definitions
- w Roles and responsibilities
- w Process flows for call, problem, change, and asset
- w Toolset usage and support guidelines
- w Example scenarios
- w Problems, concerns, and recommendations
- w Key decisions
- w Other items of importance

A.13   Inventory Report

Purpose: The Inventory Report lists the assets detected by toolsets used to discover network components.

Delivery: One **(1)** soft copy will be delivered to the YSLETA ISD Project Manager when the physical inventory of YSLETA ISD's network has been completed.

Content: The report will consist of the following, as appropriate:

- w Volume
- w Description
- w Location, if appropriate
- w Problems, concerns, and recommendations
- w Other items of importance

A.14   Centralized Technical Support Methods and Procedures Documentation

Purpose: This document describes how to perform remote control activities.

Delivery: One **(1)** soft copy will be delivered to the YSLETA ISD Project Manager at the end of the project.

Contenf: The documentation, estimated to be between ten (10) and fifteen –(15) pages in length, will consist of the following, as appropriate:

- w Definition of activities

- w Policies for performing activities
- w Procedures **to** perform activities
- w Technical support guidelines
- w Problems, concerns, and recommendations
- w Key decisions
- w Other items of importance

APPENDIX B. PROJECT CHANGE CONTROL PROCEDURE

The following provides a detailed process to follow if a change to this Statement of Work (SOW) is required.

When both of us agree to a change in this Statement of Work, we will prepare a written description of the agreed change (called a "Change Authorization"), which both of us must sign. For **IBM.** the Project Manager will sign the authorization; for the District, the Superintendent or the Associate Superintendent for Business and Administrative services will sign. The Change Authorization will describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms. Depending on the extent and complexity of the requested changes, we may charge for our effort required to analyze it. When charges are necessary in order for us to analyze a change, we will give you a written estimate and begin the analysis on your written authorization. The terms mutually agreed upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

APPENDIX C. SIGNATURE PAGE

IBM (we) will provide, and YSLETA ISD (you) agree to accept, IBM Services (Services) for "IBM Statement of Work for Technical Support Services" under the terms and conditions of the Agreement consisting of RFP #22-1115-016RFP, the Memorandum of Understanding Concerning RFP #22-1115-016RFP, the General Agreement dated January 17. 2002, the IBM Customer Agreement and this Statement of Work. For Scope of Services, Completion Criteria, Charges and other applicable terms refer to the IBM Proposal for the provisions of 'IBM Statement of Work for Technical Support Services", dated January 17. 2002.

IBM is aware of Ysleta Public School's reliance on an outside source of funding (Universal Service Fund) to execute on the implementation tasks described in this SOW. Should YSLETA ISD not receive the requested funding for E-rate 5 or should receive only partial funding, IBM will work with YSLETA ISD to identify those portions of this Statement of Work that can be accomplished based upon available funding. Should such a lessening of scope involve a redesign or some other change in pricing, IBM agrees to negotiate in good faith with Ysleta ISD to make the required changes according to the Project Change Control Procedure outlined in Appendix B. It is specifically understood by IBM and YSLETA ISD that no E-rate 5 activity will occur prior to IBM's receipt from YSLETA ISD of written authorization to proceed, which authorization may be a signature on the second Signature Page, following this one. It is understood by YSLETA ISD and IBM that this SOW and its associated pricing is based upon IBM receiving written approval from YSLETA ISD to proceed with E-rate 5 no later than December 30, 2002. In the event this approval is not received by this date, IBM reserves the right to restructure the SOW to incorporate only those tasks that can be successfully completed by IBM prior to June 30, 2003. This proposal will remain valid through December 31, 2002.

Total Charges: $12,409,811; which includes travel and living expenses, and applicable taxes that are the responsibility of Ysleta Independent School District.
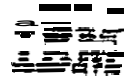
of 1) this Statement of Work and 2) the IBM Customer Agreement and 3) the Agreement consisting of RFP #22-1115-016RFP, the Memorandum of Understanding Concerning RFP #22-1115-016RFP, the General Agreement dated January 17, 2002..

Agreed to:
Ysleta Independent School District

By _____
　　　(Authorized Signature)

Name Vernon L. Butler
Date: 1/17/02
Customer Number _____

Customer Address:
Ysleta Independent School District
9600 Sims Dr.
El Paso, TX 79025

Project name or identifier:

Start Date: July 1, 2002

Agreed to
International Business Machines Corporation

By _____
　　　(Authorized Signature)

Name Tracy H. Diaz
Date: January 17, 2002
Reference Agreement No. 71,

IBM Office Address:
El Paso, Texas

Ysleta Independent School District
Technical Support Services
End Date: June 30, 2003